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Department of Human Resource Management

Worklife Elevated

State of Utah Employee Newsletter

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EXECUTIVE DIRECTOR'S MESSAGE Commissioner Scott Duncan of DPS



Just over two months ago, Governor Jon M. Huntsman, Jr. asked me to take the position of Commissioner of the Utah Department of

Public Safety, when former Commissioner Robert L. Flowers accepted a job with FEMA as the Region 8 Director in Denver, Colorado. I had previously served as superintendent for the Utah Highway Patrol.

With the change in commissioner, Colonel Lance Davenport was selected to be the new superintendent of the Utah Highway Patrol. Colonel Mike Kuehn was chosen to be a deputy commissioner and the director of the Division of Homeland Security. Deputy Commissioner Ed Phillips was asked to stay on and is now the director of Support Services. There were also several other changes made at the division and bureau levels within the department.

So now it is off to work--our new mission statement explains our duties to the citizens of this great state. "Our mission is to provide a safe and secure environment for all people in Utah." This

mission fits well into the Quality of Life priority Governor Huntsman has declared. It also serves to unite the diverse divisions existing within the department under one easy-to-remember mission statement.

In addition to the Utah Highway Patrol (UHP) and the Homeland Security Division, the Department of Public Safety also includes the Driver License Division, the State Crime Laboratory, the State Fire Marshall's Office, Peace Officer Standards and Training, the Bureau of Criminal Identification, and the UHP Communication's Bureau, which operates six 9-1-1 centers throughout the state.

To support our united mission, we have selected three "Quality of Life Initiatives." They focus on our primary mission and on our internal and external customers. We have also identified six values that will drive everything we do at the Department. These values are Service, Teamwork, Professionalism, Integrity, Courage, and Knowledge.

We hope to accomplish our mission and quality of life initiatives by focusing on our common values and goals, as well as common knowledge brought about through communication and mutual respect for human beings.



A DAY IN THE LIFE OF THE FIRST LADY

Mary Kaye Huntsman



It is an honor to serve the great citizens of Utah. The Governor and I truly look at this time in office as a labor of love.

My days begin early packing school lunches and driving morning carpools. Then I might race home to do some call-in radio shows to help promote the Power in You initiative or literacy or another issue; then make a really quick trip to the grocery store, followed hopefully by 30 minutes on the treadmill to keep me energized throughout the day. I could also be going to a school or another venue like the Hogle Zoo to read the Book of the Month to a group of children. Throughout the day, I may have a breakfast, lunch or dinner speaking engagement or two (addressing the Salt Lake County Aging Services Vol-

unteers, for example, or a Zions Bank "Smart Women Smart Money" Conference). There are usually several meetings or a Power in You assembly and perhaps a reception in the evening at the Governor's Mansion.

Power in You has 14 areas of focus, and we are in the process of launching the 15th, which is addressing cyber bullying. Some of the other issues I am involved in are the Governor's Commission on Literacy, the Violence Against Women and Families Cabinet Council and the Utah Coalition Against Sexual Assault.

In addition, I need to fit in picking children up from school and getting them to their various lessons, commitments and appointments. We also make sure homework is completed. Gracie and I like to save time for reading together, too. Touching base with our three college students is a priority. Mary Anne is attending the Manhattan School of Music in New York, Abby is

at the University of Pennsylvania in Philadelphia and Liddy is at Westminster College in Salt Lake City. I also enjoy touching base with my husband and grabbing a quiet dinner or a late-night walk after the day is brought to a close. Our family is very busy right now preparing for Asha, the new baby we are going to bring home soon from India.

Governor's Mansion projects are enjoyable, too. One of the things we have recently completed is the installation of the original chandelier in the parlor. Currently, we are focusing on preparing for all the Christmas festivities, including the decorating and the compiling of Christmas card lists. Another aspect of being Utah's First Lady I enjoy very much is attending events and meetings with the Governor. Both of us are so pleased with the many opportunities we have to visit with the citizens of our wonderful state.

BALANCED SCORECARD

By Con Whipple

When Governor Huntsman assumed office, he announced that as one of his priorities would work to increase productivity and efficiency in government. To assist with this effort he created the Utah Policy Partnership (UPP), a private-non-profit partnership given the task to explore and implement innovative ways of increasing productivity and efficiency within state government. Membership is private sector leaders who have volunteered their time toward this effort.

The UPP has been working for over 18 months now to help agencies

implement a system called the balanced scorecard to accomplish this task. The UPP describes the balanced scorecard as "... a management tool that allows managers to lead through monitoring performance of an organization on the few but vital set of activities and measures that drive enterprise success." This system emphasizes balance because it requires more than just the traditional financial measures. Also included are measures of employees and employee development, customers and service, and work processes.

The governor's goal is to increase efficiency and productivity within the state

government using a system that will:

- ◆ Identify or reassess "value drivers" that are key to achieving the mission of each department and division.
- ◆ Enable leadership to manage more effectively and respond to trends more quickly.
- ◆ Focus attention on the few activities that will most affect results.
- ◆ Improve departmental performance.

Each agency has been asked to identify up to 15 key performance indicators (KPI's). A KPI is something

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DEPARTMENT OF PUBLIC SAFETY / DIVISION OF HOMELAND SECURITY

by Brian Hyer

The words “*homeland security*” have taken on a new meaning in our country since September 11th, 2001. Recent events have caused governments to make a more serious and conscious effort in protecting and preparing our people.

The Division of Homeland Security is proud to serve within the organization of the Utah Department of Public Safety. The Division of Homeland Security has a heavy responsibility in preparing, planning, training, exercising, managing and coordinating for disaster/emergency preparedness and recovery. It's made up of a staff of 67 people, with newly appointed Director Mike Kuehn and Deputy Director Jeff Graviet.

The Division of Homeland Security

is moving forward diligently around the entire state of Utah training local citizens and leaders about emergency preparedness, participating in exercises that will better prepare organizations to respond to possible disasters or emergencies, and playing an active role in disaster planning committees.

We hope to inspire the state of Utah to be ready for whatever may come our way. Our mission is to provide a safe and secure environment for all people in Utah through preparedness and recovery.

The staff at the Division of Homeland Security is striving on a daily basis to reach higher standards in every aspect. We are aggressively working to be one of the few states that are certified in the Emergency Management Accreditation Program.

We will soon be reaching a higher standard of technology that will help us better fulfill our mission to prepare, respond, and recover. The Division of Homeland Security has recently secured WebEOC as our new Critical Incident Information Management System. Soon all 29 counties and any cities wishing to have accounts on the system will be given the opportunity to subscribe and receive training. This new technology will allow us to perform critical emergency management operations with remote access from any Internet connected workstation.

The Division of Homeland Security will continue to set new goals that will maintain and improve the quality of life of all people in Utah, even when disaster may strike. We want to be ready. We want Utah to be ready.

DRIVER LICENSE EXAMINER OF THE YEAR - Brent Martin

By Rick Hughes



The Utah Department of Public Safety has named Brent Martin, a supervisor at the Logan Driver License office with

over 30 years of service, as its 2006 Driver License Examiner of the Year. He was interviewed by Rick Hughes.

Rick: Congratulations on being named Driver License Examiner of the Year – that's quite an honor.

Brent: Thank you -- I was really surprised by the news.

Rick: What are some of the most important changes that have taken place since you first started in this profession?

Brent: Technology has changed dramatically. When we needed information on a person when I first started, we had to call the central office. Later, we used microfilm and a

microfilm reader. More recently, we used a computer that provided static information much like you would find on microfilm. Now, we not only have real-time computer access to Utah driving records but also to driving records maintained in several other states.

Rick: What was one of your most memorable days at work?

Brent: Years ago, I was giving a road test to a young lady. She tried to get her car started but was unable to turn the key. She said, “Wait here, I am going to go get my dad.” I thought to myself, if she can't get her car started she certainly can't pass a road test. She returned with her father and he said, “Honey, this is not our car.” Their car was the same make and model yet parked a few cars down the row.

In another incident, a young driver had just returned from his driving test, only to hit an old tree, causing it to break and topple. Only a few moments earlier, a brand new Cadillac had been

parked where the tree landed.

Rick: What challenges do examiners currently face?

Brent: One of the main challenges I am worried about is personal security. The public is more demanding and potentially more threatening than ever before. Another challenge is the amount of knowledge an examiner must have. Examiners must keep current on ever-changing, complex laws, people issues, computer systems, etc. I am fortunate to have been around long enough to acquire this knowledge gradually; newer employees must learn it quickly.

Rick: What advice would you give other state employees?

Brent: Don't take your job for granted. It's a privilege working for the state. Always be professional and ethical doing the best job you can. Be proud of what you do and present a good image of state employees to the public.

Rick: Thank you Brent.



FMLA CHANGES ON THE WAY

By John Golom

Calendar year rather than rolling year. Consecutive leave and/or concurrent leave. FMLA leave by request rather than by mandate. These are a few of the changes State employees need to be aware of when the rule governing leave under the Family and Medical Leave Act (FMLA) takes effect on January 1, 2007.

The change in the way FMLA will be administered comes about as a result of the design conferences sponsored by DHRM as part of the HB 319 consolidation. Regarding the upcoming changes, Jeff Herring, DHRM Executive Director commented, "With all the federal regulations that agencies are facing today, DHRM needs to do everything that is possible to balance the protections of the regulations with the effective administration of the business of State agencies. This rule change is a result of many subject matter experts' shared attempt to develop continual best practices in defining the administration of regulations such as FMLA."

Currently, DHRM Rule requires that any leave taken by an employee for reasons that meet the definition of a "serious health condition" be designated as FMLA leave. Human resource employees sometimes find themselves in the position of notifying an employee that his/her leave is be-

ing designated as FMLA whether the employee wants it or not.

Under the new rule, employees may generally choose whether or not they want their absence to count against the 12 weeks of unpaid leave, as provided for in the Act. Other significant changes in the new rule include:

- A return to the calendar year rather than a "rolling" year when calculating FMLA leave use and eligibility; and
- The option for employees to use their own accrued leave consecutively rather than concurrently with their use of FMLA leave.

Many of the procedures for applying for and processing FMLA leave remain the same. There are, for instance, no changes to who is eligible for FMLA leave or how intermittent leave may be used. The most significant difference in the new process is that the employee generally determines when s/he wants to make use of the FMLA leave benefit. Rosanne Ricks, DHRM Field Office Director for the Department of Human Services,

Changes to FMLA administration include:

- ♦ Employees may generally choose whether or not they want their absence to count towards FLMA leave
- ♦ A return to the calendar year calculation
- ♦ Employees have the option to use their own leave consecutively rather than concurrently with FMLA

whose staff processes more than 850 FMLA applications every calendar year, remarked, "Having employees be the responsible party to request FMLA leave should result in a significant increase in flexibility for employees and an increase in efficiencies of the administrative aspects. It should also eliminate inequities in the application of FMLA across each department of state government."

State agencies will receive training through a series of seminars that will be held during the first quarter of 2007. Notices of the upcoming changes will start appearing in paychecks, on bulletin boards, on state websites, and through state-wide emails as early as November 1. "FMLA is a relatively young federal regulation that is still being defined and shaped," commented Jeff Herring. "I am confident that the new FMLA policy that the task force drafted will provide the state with greater consistency in the administration of FMLA and therefore reduced liability to the state, one of DHRM's main goals."

BALANCED SCORECARD, CONT.

(Continued from page 2)

an agency must do to be successful. An effective KPI must: have a strong link to the agency mission and strategies; be controllable so that goals and targets can be set; be measurable with data that can be gathered at reasonable effort and cost; measure

what is intended to be measured; and must clearly fit into one of the balanced scorecard categories.

The result of all this effort will be a regular report to the governor which will provide at a glance the performance status of each agency. Over time, this system will be adjusted

and fine tuned and will become a vital component of state government's endeavor to improve services and efficiencies for the citizens of Utah.





myPEHP / ACCESS TO EOB INFORMATION

By Derrick Applegate

There is no better way to get the information a member needs than to speak to another person. However, members don't always need customer service during regular business hours. It's always important members have access to information whenever they need it.

PEHP members can access information pertaining to their insurance coverage 24 hours a day, 7 days a week at our website, www.pehp.org. On this site members can look up general information about their medical or dental plan as well as other information, such as links to other helpful websites, which can help them in better managing their health. Also available are enrollment forms for medical, dental or life plans if the member needs to make any changes.

On each page inside the website there is a link to login to myPEHP. Members can set up their own login name and a password to enter myPEHP and begin to access information specific to them, such as claims history, confirmation of coverage, and explanation of benefits.

One of the more recent features of myPEHP is the option given to members to change their Explanation of Benefits (EOB) information. Members usually receive an EOB a few weeks after receiving medical or dental services letting the member know what was billed by the provider, what the member paid and what PEHP paid. Once a member logs on to myPEHP they can select to have this notice sent to them via e-mail.

PEHP members also have the opportunity to look up their claims history on myPEHP. This is

particularly useful during this time of year as members are trying to calculate their flexible spending amounts for the upcoming year. Simply choose the claims history section of myPEHP, choose the member whose claims you are looking for, and enter the dates to search. My PEHP will calculate how much you spent out of pocket during the time given. It's that easy.

In the electronic age we live in, we are all having to adapt to the ever changing world of customer service. myPEHP is our way of giving members access to the most up to date information any time it is needed.



SAVING MONEY ON PRESCRIPTIONS

By Derrick Applegate

It's no secret that prescription drug costs are increasing at a rapid rate. This is, in part, due to new drug therapies available to patients for disease states that did not have treatment options in the past. It is also due to the fact that there are more

patients using more drugs now than ever before.

The increase in utilization is due to an aging population as well as new treatment guidelines change. For instance, the recommended guidelines for high cholesterol have changed from the first step therapy being diet and exercise to immediately putting the patient on some type of hyperlipidemic such as Zocor, Pravachol, Vytorin, Lipitor, etc. This practice is not exclusive to the treatment high cholesterol.

Many employers, nationwide, are looking at different alternatives to contain prescription costs and make health insurance more affordable. What could you do as an employee to help contain prescription costs?

What could you do as an employee to help contain prescription costs? PEHP recommends the following:

- ☒ **Use an over-the-counter product if appropriate**
- ☒ **Obtain a generic equivalent when one is available**
- ☒ **Use a formulary drug, if possible**
- ☒ **Use mail service for maintenance medications**





Expanding EAP Services

The State of Utah has recently awarded five statewide contracts for Employee Assistance Program (EAP) services. Each agency and/or political subdivision is currently in the process of determining which contractors and services they wish to provide. Once decided, agencies will notify staff members regarding the proper procedures for utilizing EAP services. These contracts can be used for employee counseling, mandatory referrals, and services for non-benefited employees.

HOW TO MANAGE YOUR FLEX\$ ACCOUNT

by Liz Lampe

November is the month for enrolling in the Flex\$ Program. If you are currently enrolled in a PEHP medical plan, you are eligible for Flex\$. You have the opportunity to set aside money, which is deducted from each paycheck, to meet your anticipated medical and/or dependent care expenses. Since the funds you set aside are pre-tax, you save tax dollars. The pre-tax money you set aside for Flex\$ can sometimes put you in a different tax bracket, thereby lowering your income tax. Apart from the monetary benefits, there is peace of mind knowing that the money is there when you need it to pay for co-pays, prescriptions, medical/dental procedures, over-the-counter drugs, and dependent care expenses.

However, you must plan carefully!! What you don't use, you lose. In other words, if there is unclaimed money left over in your Flex\$ account at the end of the year, you forfeit it. But remember, you have until March of 2008 to use the funds. And, as Sara Shakula of PEHP says, "Studies have shown that the average loss amounts to \$10." Take stock of your individual situation, factoring in all expenses you think you will incur in 2007.

Flex\$ is a great program, but sometimes there is a fuzziness surrounding it that comes across in

questions and comments such as: "How do I check my balance? I feel as if I am flying blind" and "What password should I use? I tried my EIN and it didn't work." Hopefully, the tips and "how-to's" that follow will shed some light and assist you in managing your Flex\$ account. Whenever you have questions, never hesitate to call the folks at PEHP at 801-366-7503 or 800-753-7703.

To enroll in Flex\$:

- 1) go to www.pehp.org
- 2) on the left side of the homepage are featured options; click on Flex Program. It will ask you to choose your employer. Scroll down and select "State of Utah".
- 3) Click on "enrollment/change form" to pull up a pdf form which you should print and fill out.
- 4) Fax or mail the form to Jenise Caso 366-7523

How to get the Flex\$ card:

Once you have enrolled in Flex\$, you will receive a Flex\$ Benefit Card in the mail to your home address. It is a maroon card with "MBI" card. You will use the same card for three years. PEHP will notify MBI of your enrollment. This card is only good for employees enrolled in the medical expense portion of Flex\$; there is not a card for the dependent care program.

To Check your Balance

You may access your balance by going to www.pehp.org and clicking on Flex Program, where you will find a tab for checking balances.

For your password, use your Flex\$ ID number located on your Medco drug card or PEHP card. Use only the numbers to the right of the zeros (17410000XXXXXX). If you do not have a Medco Card contact the Flex\$ department 801-366-7503 or 800-753-7703.

If you would like to use Flex\$ to pay for daycare:

This is a separate Flex\$ account.

- 1) Go to www.pehp.org
- 2) Click on Flex program, under Featured Programs, at the bottom left page
- 3) Click on "Automatic Reimbursement Program"; print this form, fill it out and fax to the number at the top left corner of the form. If you have questions about the procedure, call Jenise Caso @ 801-366-7503.





HOW WILL YOU TAKE YOUR MONEY AT RETIREMENT?

By Cory Wood

When that wonderful day comes when you finally get to pack up your belongings and leave that cubicle behind, you have a choice regarding your retirement checks. Public employees get to choose from 6 options of how they want to take their money when they retire. These options range from single life only to a survivor benefit for primary beneficiaries or spouse.

Starting in January a **new option** will be available. This new option is called the "Partial Lump-Sum Option" (PLSO). This allows a retiree to take the first 12 or 24 months of their retirement check up front in a lump-sum check. Of course, taking this option will reduce their monthly check for the rest of their lives.

The easiest way to find out more about these options and how they affect your retirement is to go to the URS website, www.urs.org and click on the red line that says "Retirement Benefit Estimate Calculator". By entering your

own information on this calculator you will be able to see how much you may be able to receive from the pension and how this new PLSO option could effect your payments.

Pension Payment Options		
Option	You Get	Upon Death
Option 1	Basic Benefit	Estate receives last check
Option 2	% of Benefit	Beneficiary – refund of contributory balance
Option 3	% of Benefit	Continues to spouse
Option 4	% of Benefit	Half continues to spouse
Option 5	% of Benefit	Continues to spouse. Upon spouse's death, Plan 1
Option 6	% of Benefit	Half continues to spouse. Upon spouse's death, Plan 1

YOUR SAVINGS PLANS (401(K), 457, IRA) AFTER RETIREMENT

By Cory Wood

You have many options available after retirement. You can leave the money in the savings plans and manage the investments, just like you have during your career. You can establish automatic payments to come with your retirement benefit check, in

any amount you choose. These payments can come monthly, quarterly, semiannually, or annually, whichever meets your needs. You can also start or stop these payments when you wish. You can withdraw single payments when you need them. You are only *required* to begin taking out small amounts each year after you

reach age 70 ½. (This does not apply to the Roth IRA.) For information regarding the age 70 ½ Required Minimum Distributions, please contact the Defined Contribution Department. If you have earned income from employment, you can continue to contribute to the IRAs.

CAN YOU RETIRE TWICE?

By Debbie Price

DHRM and URS are both frequently contacted by employees of the State who had previously retired from another employer covered under URS about the Unused Sick Leave at Retirement program. If you are a State of Utah employee who has previously retired from an employer covered under the Utah Retirement Systems you cannot retire again from

your current employment with the State.

What this means is that you are ineligible for the Unused Sick Leave at Retirement program. This program, which allows sick leave to be used for 401(k), HRA, and/or the purchase of insurance at retirement is only provided to employees who retire from the State. Your previous retirement from another covered employer makes you ineligible to retire again.

When you leave State of Utah employment it will be as a regular termination and not as a retirement. For any employees who are affected by this, please keep this in mind as you make plans for your health care coverage upon your termination from State employment.





DHRM MISSION STATEMENT

Part 2 of 3

By Jeff Herring

Recently, DHRM received an inquiry from a State Employee regarding what is meant in DHRM's mission statement of adding value to the State by:

- Increasing customer service,
- Increasing efficiency, and
- Decreasing liability.

It was an important and valid question. Last issue we expounded on what is meant by "decreased liability." This issue we will tackle what is meant by "increased customer service."

There is no reason for HR to exist except to help the organization achieve

its business goals. This is DHRM's top priority. We need to provide value to the agencies we are serving and the State as a whole.

Value is always defined by the receiver. If a vegetarian is offered the absolute best hamburger in the world, there is still no value attached by the vegetarian. The same is true in HR. While we may offer hundreds of services, it is those that add value to our customers that are the most important.

Therefore, we must constantly be in touch with the agencies we are serving to understand what their wants and needs are. This means that we cannot

just focus and understand the processes of HR, but also the business goals of the agencies. Without knowing what business drivers affect the agencies, HR cannot help create systems and policies that align with the missions of the agencies.

Customer service is not always about "being a rubber stamp" but is about understanding the customer's (the agencies) end state goals and helping manage and navigate options in order to reach those goals. DHRM needs to be present, be knowledgeable, be flexible, and be actively seeking to understand our customers.

IS THIS A PROMOTION?

By Bart Olsen

One of the most common questions employees have when considering whether to apply for a position vacancy is whether the move to the new position would be considered a promotion. Here is how to tell:

Determine the salary range of the job you are currently in. You can do this by accessing your employee profile at <https://online.dhrm.utah.gov/login.jsp>. If you have never created an account, follow the instructions on that page to create one. Then, on the left hand toolbar, click on "Profile" and then "Assignment." That will take you to a webpage that shows your current assignment information, including your job title. Click on the job title. The webpage that comes up will show you information about that job title, including the salary step range.

Determine the salary range of the job for which you are considering to apply. The salary range will be one of the first things listed in the job announcement at <https://statejobs.utah.gov>.

Compare the two salary ranges. If the maximum step of the new position is one or more steps higher than the maximum step of your current position, then the job would be considered a promotion. The maximum step of both ranges is the only factor in determining whether or not the move would be considered a promotion.

If you find that the maximum step of the new position and the maximum step of your current position are equal, this would be considered a lateral move (or a transfer), rather than a promotion. Salary actions for these types of moves are at the discretion of an agency, and must be consistent with DHRM rules. If you find that the

maximum step of the new position is lower than the maximum step of your current position, agency management has the discretion to lower your current salary if you should accept. The DHRM rules that govern how all of these actions are handled are found at <http://www.dhrm.utah.gov/policy/rules2006/rules.pdf>.

If you are interested in finding a new and challenging position in state government, you are encouraged to visit <https://statejobs.utah.gov> often, to see what positions are available. Your next promotion could be just around the corner!





EDUCATIONAL OPPORTUNITIES!

- ◆ The University of Utah started its new Master of Public Policy graduate degree program this fall to prepare students for professional careers as policy analysts and leaders in public service. For more information please visit www.mpp.utah.edu.
- ◆ The Utah Certified Public Manager Program announces Winter Quarter 2007 which begins the week of January 9th. A class schedule and registration forms will be available soon at www.cpm.utah.gov. The Utah CPM Program increases the professional performance of current and future government managers. UCPM is co-sponsored by the Utah Department of Human Resource Management and the Utah System of Higher Education. ***Notice to State of Utah Employees: Enrollment is open to individuals receiving authorization from supervisors and may be contingent upon department policies and funding.***

On the front cover: Golden Spike National Historic Site

With a golden spike, the United States was linked by rail here at Promontory, Utah on May 10, 1869, connecting the Union Pacific and the Central Pacific railroad lines. The event is reenacted every year. (Utah Office of Tourism website www.travel.utah.gov)

We'd love to hear from you. Please submit feedback, suggestions, or ideas for future articles to:
HRNewsletter@utah.gov

DHRM is adding value to the State of Utah by:

- Increasing Customer Service
- Increasing Efficiency
- Decreasing Liability

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Handy Websites with Great Holiday Tips

Holiday Safety Tips for Children
from American Academy of Pediatrics

<http://www.aap.org/advocacy/releases/dectips.htm>

How to Minimize Holiday Stress

<http://depression.about.com/cs/holidayblues/a/holidaystress.htm>

K-State Research & Development

<http://www.oznet.ksu.edu/news/sty/2002/Nov02HolidayTips.htm>

Holiday Health for Pets

<http://www.vetmed.wsu.edu/ClientED/holiday.asp>

Holiday Travel Advice

<http://www.travelsense.org/tips/holidaytravel.asp>

